

APRIL 2006

IN.gov REPORT CARD

PROGRESS NOTES

Portal Highlights

DNR Launches Riverwatch Site to Support Initiative riverwatch.IN.gov

To promote its water quality monitoring initiative, the Indiana Department of Natural Resources launched the Hoosier Riverwatch Web site. Information on the Web site includes how to become a Riverwatch volunteer, how to adopt a river in Indiana and information about water quality educational resources.

IDEM Rolls Out New Web Site idem.IN.gov

The Department of Environmental Management launched its newly-updated Web site in April. New additions to the site include a link to the executive branch lobby registration on the Department of Administration's Web site, information about the Clean Community Challenge and the IDEM Acronym Tool that helps site visitors decipher many of IDEM's key acronyms and phrases.

REMARKS

DOR I-File

"Brilliantly easy – THANKS!"

- Submitted by a Hoosier I-Filer

IN.gov e-Pay Service

"This is a great system for sending payments!"

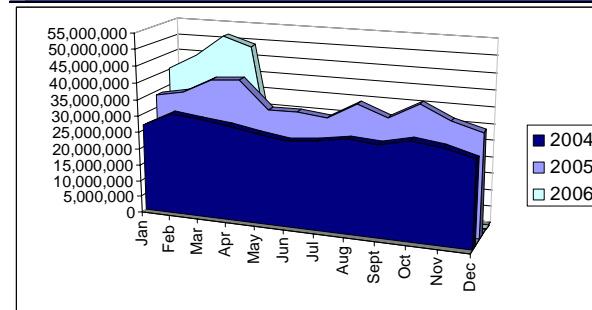
- Submitted by an IN.gov customer

MAKING THE GRADE

Accesses to IN.gov

Month	2006	% change/2005
April	48,849,975	+ 16.86%

Portal Access History



Most-Visited Agency Sites in April

1.	Dept. of Revenue	5,990,742
2.	Indiana Legislature	4,270,169
3.	IN.gov Navigation Pages	2,948,192
4.	Dept. of Natural Resources	2,631,083
5.	Attorney General	2,585,258

Usage Statistics

Online Service	April 2006	Change/ '05
License Plate Renewal	46,363	+32%
Online Hunt/Trap/ Fish Licensing	24,192	+39%
Retail Point-of-Sale Hunt/Trap/ Fish Licensing	202,968	-4%
Campground Reservations	5,807	+6%
Prof. License Renewal	2,035	n/a
SOS UCC Filings	6,815	+15%
Lim. Criminal History	11,198	+7%

Portal Highlights

BMV Launches Watercraft Registration Renewals BMV.IN.gov



Indiana watercraft owners can now renew registration for boats and other water-based vessels online through a new service offered by the Bureau of Motor Vehicles. *My Watercraft*, a renewal service that mirrors the agency's popular online vehicle renewal option, was introduced just in time for warm weather when watercraft renewals are a priority for Hoosier boaters. Since its launch on April 3, 2006, more than 2,000 Hoosiers have renewed watercraft registrations online.

Enhanced I-File Steps Up to the Challenge DOR.IN.gov

Even though post offices across Indiana did not extend their hours to accommodate last minute tax filers on April 17, all was not lost. The Department of Revenue's online tax service, I-File, processed filings and payments through midnight, allowing Hoosiers to avoid late fees and penalties. More than 3,600 Hoosiers filed their taxes on April 17, 2006, prior to the midnight deadline. For the entire tax season, more than 81,000 filings were submitted online.

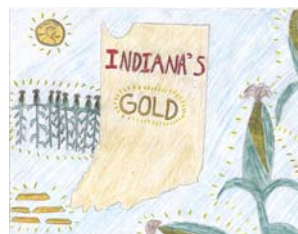
More to Do Than You Ever Knew www.IN.gov/whiteriver/bikein



The White River State Park wants to remind Hoosiers that downtown Indy has more to offer than just shopping and great food. "Bike IN" promotes all that the downtown park has to offer Hoosier bicyclers. To check out information about the "Bike IN" kick-off events on May 20 – 21, visit IN.gov/WhiteRiver/BikeIN.

Screen Saver Contest Wraps Up contest.IN.gov

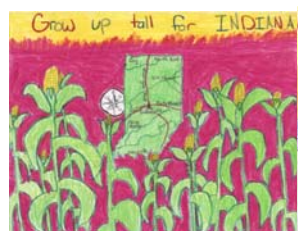
From April 24 to May 2, more than 43,000 votes were cast for the seventh annual *What's So Great About Indiana?* screen saver contest. Three hundred submissions were narrowed down to the five winning illustrations, which will be compiled into a downloadable screen saver available beginning May 12 at contest.IN.gov. This year's five winning drawings are:



Ona Z., Greenwood



Theresa L., Schererville



Madison K., Greenwood



Breann B., Greenwood



Aaron B., Lamar

HISTORY LESSON

Quick IN.gov Facts

- **IN.gov** (*accessIndiana*) is the State's official Web portal.
- The portal has more than 300,000 pages of information and hundreds of interactive services.
- 99 percent of all information and services available at IN.gov are free to the public.
- In 2005, portal accesses reached nearly **418 million**, averaging more than 34 million per month. This represents a **24 percent increase** in usage over 2004, during which accesses totaled more than 336 million.
- Portal accesses reached nearly **51 million** – an all-time record – in March 2006.
- IN.gov adheres to strict privacy, security, and accessibility policies, which may be found at: IN.gov/ai/policies
- Everything you ever wanted to know about IN.gov can be found at (where else?) about.IN.gov, including statistics, business model information, portal services for government partners, a media center and success stories.

Awards & Recognition

- *accessIndiana* placed **3rd** in the Center for Digital Government's 2005 **Best of the Web**
- *accessIndiana* placed **2nd** in the Center for Digital Government's 2004 **Best of the Web**
- The Indiana State Department of Health won the 2004 **Gold Award for Excellence** from the National Public Health Information Coalition.
- Indiana received a **4th place** ranking in the 2004 Center for Digital Government's **Digital States Survey**
- The BMV Digitally Certified Driving Records service received the 2004 **MIT Digital Government Innovation Award**.
- *Who's Your Legislator?* was honored with the Indiana Geographic Information Council 2004 **Award for Achievement** in GIS.
- *accessIndiana* received **3rd place** in the 2003 **Brown University eGovernment Study**.
- *accessIndiana* received **3rd place** in the Center for Digital Government's 2003 **Best of the Web** contest (4th place in 2002).
- *accessIndiana* was **ranked 6th** in the Center for Digital Government's 2003 **Digital State Legislatures Survey**.
- *accessIndiana* was recognized as a **Best of Breed** by the Center for Digital Government in January 2003.
- **The Indiana Department of Revenue's I-File service** was named the overall winner in the 2003 National Electronic Commerce Coordinating Council (NECCC) **Value in Technology Achievement** awards.

IN.gov Branding Strategy

The portal's branding and marketing strategy can be summed up in one statement: "If it's not **IN.gov**, it's not official". To assist agencies in transitioning to the IN.gov brand, a URL branding request form (IN.gov/webaddress) is available to all state agencies, boards and commissions as well as all local jurisdictions of governments. All requests are electronically reviewed by a team comprised of State eGovernment champions. This team not only approves requests based on uniformity to the suggested standards, but also ensures that "umbrella" URLs are viewed from an enterprise perspective. An umbrella URL is used to brand a "mini-portal" that pulls together related information from a variety of sources. For example, **HR.IN.gov** was created to help human resources professionals find relevant employment-related services from a single location.

Business Model & Partnership

- The *accessIndiana* portal was introduced in December 1995.
- Indiana Interactive, a subsidiary of NIC, was chosen as the private partner to manage *accessIndiana* in 1995. NIC maintains long-term outsourcing contracts with 18 states.
- A public-private partnership model is used to manage the portal, with primary funding for the portal coming from the assessment of modest convenience fees (called "Enhanced Access Fees") to end users (primarily businesses) for a select set of services. Traditional means of access are still available to those who prefer not to pay the Enhanced Access Fees.
- All state departments, agencies, boards and commissions have a Web presence on the portal, gaining efficiencies and economies by providing information online.
- More than **44 percent** of accesses to the portal occur while government offices are closed.
- The Next-Generation Portal "common look and feel" initiative allows for each agency Web site to have a common navigational structure and design. This gives visitors a familiarity among state Web sites that is user-focused, not organizationally focused and compliant with state and federal accessibility standards.